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REPLY UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE
EXAMINING GROUP 2173

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 09/702,524
Filed: October 31, 2000
Inventor:
ROBERT A. YENNACO

Title: METHOD AND
APPARATUS FOR
PROVIDING
COMPUTER-BASED
HELP

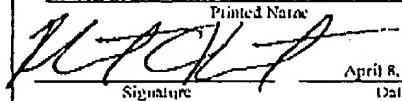
Examiner: Thai, Coung T.
Group/Art Unit: 2173
Atty. Dkt. No: 5681-85700

***** CERTIFICATE OF FACSIMILE *****
TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office at (703) 746-7238 on the date shown below:

Robert C. Kowert

Printed Name



April 8, 2004

Signature

Date

RESPONSE TO OFFICE ACTION OF
JANUARY 20, 2004

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This paper is submitted in response to the Office Action of January 20, 2004, to further highlight why the application is in condition for allowance.

Please amend the case as listed below.

04/20/2004 BHILLIAR 00000003 501505 09702524

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09/702,524 (5681-85700/15141)

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Meyertons, Hood, Kivlin, Kowert & Goetzl, P.C.

PAGE 2/14 *RCVD AT 4/8/2004 4:07:55 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-2/0 * DNIS:7467238 * CSID: * DURATION (mm:ss):07:26